



CITY OF ATLANTA

Job Announcement

Desktop Support Technician

STARTING SALARY: \$44,914

(Negotiable up to \$51,539)

Salary Grade: 23

Applications Accepted From: September 6, 2005 until Vacancy is Filled

Minimum Job Requirements

Person applying for this position must have an associate degree in Information Technology or a related field, as well as industry certifications such as CompTIA A+ and Microsoft MDST. Applicant must have at least two (2) years experience supporting end users in an enterprise environment that includes Gateway, Dell and Compaq desktops, Windows N T/2000/XP, MS Office and other third party applications. Applicant must be able to manage and document assigned tasks to meet City SLAs. Equivalent combinations of training and experience will be determined under prescribed guidelines.

Duties of the Job:

The Desktop Support Technician will be part of the End User Support team, responsible for installing, supporting and maintaining all end user systems and applications. The technician must efficiently install and configure all desktop hardware, peripherals, operating systems, and desktop applications. The technician must ensure all systems meet City specifications and are maintained at the appropriate patch levels. The technician will also be responsible for diagnosis and repair of any desk side support issue. The technician must manage and document all open help desk tickets assigned to him/her, and meet department standards for quantity and quality of support resolution. Duties may require after hours support. The technician must coordinate activities with other IT divisions to meet the department's overall objectives.

To Apply For This Job

Applications will be accepted weekdays during the hours 8:30 a.m. - 4:30 p.m., Monday through Friday.

Resumes will not be accepted in lieu of application.

Apply at: Department of Human Resources, 68 Mitchell Street SW, Suite 2107, Atlanta, GA. 30303.

Phone: (404) 330-6369

www.atlantaga.gov

FAX: (404) 658-6157

Affirmative Action/Equal Opportunity Employer

The City of Atlanta is an Equal Opportunity Employer and does not discriminate on the basis of Race, Sex, Age, National Origin, Religion, Sexual Orientation or Physical/Mental Disability (Except where physical requirements constitute a bona fide occupational qualification.)

The Examination For This Job Will Consist Of An Evaluation of Applicant Training And Experience.

The hiring authority will contact only those applicants they deem most appropriate for the position. Letters will not be mailed to individual job applicants.